



PATENT

6242

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing  
Serial No.: 09/823,770 Filing Date: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, Texas  
June 10, 2005

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT**  
**UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

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Citation of these documents shall not be construed as:

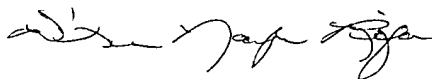
1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, Virginia, 22313-1450, on June 10, 2005.

D'Ann Naylor Rifai 6/10/05  
Attorney for Applicant(s) Date of Signature

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office				Atty Docket No.		Serial No.	
				SBL0002US		09/823,770	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Applicants			
(Use several sheets if necessary)				Anil K. Annadata et al.			
JUN 13 2005				Filing Date		Group	
				March 31, 2001		2642	
U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	6,832,203	Dec. 14, 2004	Villena et al.	705	8	
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						
Patent Application Publication							
		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate
	AP						
	AQ						
	AR						
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)							
	AS						
Examiner			Date Considered				
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>							